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Prince Harry Visits Nation's Medical Center

By Bernard S. Little
WRNMMC Journal
staff writer

Staff and patients at Walter Reed National Military Medical Center (WRNMMC) and Naval Support Activity Bethesda (NSAB) welcomed Prince Harry of Wales to the Nation's Medical Center on May 10.

Rear Adm. (Dr.) Alton L. Stocks, WRNMMC commander, his senior staff and Navy Capt. Frederick Kass, NSAB commanding officer, greeted the prince who was wearing his British Army Air Corps combat uniform and desert boots upon arrival to the America Building. A captain in the British army, the prince, known as Captain Wales in the military, has served two tours of duty in Afghanistan.

Visiting the Gait Lab, Computer-Aided Rehabilitation Environment (CAREN), Prosthetics Lab and Military Advanced Training Center (MATC) at WRNMMC, the



Photo by Bernard S. Little

Prince Harry visits with Army Master Sgt. Cedric King, injured by an explosive device in Afghanistan on July 25, 2012, during the prince's visit to the Military Advanced Training Center at Walter Reed National Military Medical Center on May 10.

prince took in the state-of-the-art technology used to treat patients at Walter Reed

Bethesda with great interest, but he appeared more engaged hearing from staff,

wounded warriors, and their families who receive care here.

"I believe it would be a wonderful opportunity for everyone in America to spend a day or two on this campus and see the spirit of these families and the spirit of these warriors, and their determination to move forward in their lives, whether in the military or as a full members of society," Stocks said. "It is truly amazing, and not one person that I have spoken to has any regrets. They are so proud to have served their country."

Prince Harry witnessed this spirit firsthand during his visit to the Nation's Medical Center.

In the CAREN, the prince observed Army Spc. Corey Garmon, injured by an improvised explosive device (IED) in Afghanistan in July 2012, go through a session in the high-tech room which combines integrated virtual reality environments with motion platforms, instrumented treadmills, sur-

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USU Students Explore Civil War Medical History



Photo by Jeremy K. Johnson

Students from Uniformed Services University of Health Sciences take a prone position at the request of Tom Frezza while he discusses the enormous loss of life during the Civil War at Bloody Lane, part of Antietam National Battlefield, Monday.

By Jeremy K. Johnson
NSAB Public Affairs
staff writer

More than 170 students from Uniformed Services University of the Health Sciences (USU) stepped off of buses and onto Antietam National Battlefield on Monday to retrace the medical history of one the bloodiest battles in the Civil War.

Over the course of a single day, students marched in uniform to 10 stations covering the entire battlefield. At each location, they heard a

different lecture in a series that included discussions on nursing, transporting patients, pastoral care, supply & logistics, amputation and the physics behind injuries caused with a variety of ammunition types.

USU staff member Army Staff Sgt. Tamikka Lewis, the exercise non-commissioned officer in charge, said the purpose of the day was to show first year students the importance of battlefield medicine and the multiple components that can result in a reduction of casualties.

"These students are new to military medicine and we want to show them the history so they can appreciate the importance of it," she said.

Sgt. Liam Dwyer, an active duty Marine assigned to Wounded Warrior Battalion East at Naval Support Activity Bethesda, was on site to tell his own story. Dwyer was injured by an explosion while serving in Afghanistan, resulting in the amputation of his left leg. He said his willingness to participate

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Commander's Column



An Inspector General (IG) area inspection underway, a major exercise on the horizon, a huge staff appreciation concert (May 17 from 11 a.m. to 3 p.m., hope you can make it) and 101 Critical Days of Summer coming up: Now seems like a good time to talk about preparedness.

All of the things I mentioned above are things that can sneak up, and suddenly they're upon you. Something that was once months away is suddenly here and you find yourself wondering where the time has gone. The point that I want to drive home is that you can expend a great deal of time and energy preparing for something at the last minute, or you can be prepared for it and just shift into execution mode when the event happens.

The IG area inspection, for example, is done for two main reasons: to make sure we're following the appropriate rules and regulations and to assess the command climate. The rules and regulations should always be followed. If they are, you shouldn't have to "prepare" for an IG visit. The same goes for the command climate. If I've created a command climate where those who work for me feel like I've been open, honest and fair with them (and I truly hope I have), I don't need to spend any time preparing.

The same can be said for HUR-REX, the upcoming major exercise in which we test some of our critical emergency response procedures, including accountability of our people. You could look at an exercise as a

way to get ready for something. I look at it as a chance to show that you are ready. I'm not saying that you shouldn't review procedures beforehand or that it shouldn't be looked at as an opportunity to improve, but if you focus your efforts on knowing your job and doing it well, you won't have to expend much effort to prepare when someone tests you.

Finally, the last thing I want to mention in relation to preparedness is the 101 Critical Days of Summer. Every year without fail, there are briefings on things you can do to help you stay safe over these 101 critical days (and beyond). There are very real reasons we do this. People are doing more outdoors and engaging in more activities that statistically are more likely to cause injury. Here's where preparedness comes in. I can tell you that it is important to make sure all your equipment is in good working condition before you go rock climbing. But, you are more likely to do it if you are in the habit of checking before every time you use it. The 101 Critical Days campaign is not just thinking about risks before undertaking an activity; it's about an overall state of BEING prepared so you never have to assume a risk "just this once."

Take the long view and you won't have to worry about the short one.

**All Ahead Full,
Capt. Frederick (Fritz) Kass
Naval Support Activity
Bethesda
Commanding Officer**

Bethesda Notebook

NMPDC Change of Command and Retirement Ceremony

Capt. Lee L. Cornforth, Medical Service Corps, United States Navy, will be relieved by Capt. Carey M. Sill, Medical Service Corps, United States Navy, tomorrow at 1 p.m. in Memorial Auditorium, Walter Reed National Military Medical Center Bethesda. For any questions, please call 301-295-5594.

Asian American, Pacific Islander Heritage

The Bethesda Multicultural Committee celebrates Asian American and Pacific Islander Heritage Month today beginning at 11:30 a.m. in the America Building atrium. The free program features the Natananjali School of Dance, an authentic vocal and instrumental performance, and Indian food sampling. Everyone is invited to attend.

Prostate Cancer Support Group

The Walter Reed Bethesda Prostate Cancer Support Group meets twice today, from 1 to 2 p.m. and from 6:30 to 7:30 p.m., in the River Conference Room, 3rd floor of the America Building (Building 19) adjacent to the Center for Prostate Disease Research. For more information, contact Vin McDonald at 703-643-2658 or vpmjam@aol.com.

Staff Appreciation Day

Staff Appreciation Day at Walter Reed Bethesda and Naval Support Activity Bethesda will be celebrated tomorrow with lunch provided at no cost to staff and will feature Gary Sinise and the Lt. Dan Band from 11 a.m. to 3:30 p.m. on the landing zone/helipad near the south gate. Everyone is invited to attend.

Adaptive Self Defense

Introduction to Adaptive Self Defense will be held tomorrow from 8:30 to 11:30 a.m. in Building 17's gymnasium. The event is open to all recovering service members and their families. For more information, contact Amanda Kelly at 301-919-4340 or Amanda.k.kelly.ctr@health.mil, or Chris Martin at 301-400-0161 or Christopher.s.martin.civ@health.mil.

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Summer Colors: Army, Navy, Air Force Symbolize Medical Solidarity

By Kristin Ellis, Fort Belvoir Community Hospital Public Affairs, with Sharon Renee Taylor, WRNMMC Journal staff writer

Hundreds of service members at Walter Reed National Military Medical Center and Fort Belvoir Community Hospital celebrated their unique service cultures and bond as joint military medical treatment facilities during a summer formation and uniform transition ceremony May 9.

A naval tradition since 1817, the formation ceremony signifies the change from fall/winter to spring/summer attire. In a show of solidarity and camaraderie, the U.S. Navy, Army and Air Force participated in the event.

The formation reinforces the strength of the joint organizations, according to Belvoir hospital leadership. Fort Belvoir Community Hospital and Walter Reed National Military Medical Center have a single, shared common purpose: "Pro cura militis," the care of the warrior.



Photo by Sharon Renee Taylor

Army Col. John M. Gaal, deputy commander for administration, and Rear Adm. Alton L. Stocks, Walter Reed National Military Medical Center commander, inspect Army, Navy and Air Force officers during a tri-service uniform inspection held simultaneously at both Fort Belvoir Community Hospital, Va., and Walter Reed Bethesda, May 9. More than 400 service members participated in the formation at Walter Reed Bethesda.

The two medical treatment facilities have become the symbols of health and healing in the National Capital Region. As part of the 2005 Base Realignment and Closure legislation which mandated the

joint facilities, Walter Reed Bethesda and Belvoir hospital opened a new chapter in military medicine and the future of joint military health care.

"This purpose, coupled

with the range of different strengths from each military branch culture, results in an unparalleled combination that will benefit our patients in ways we cannot yet imagine," said Army Col. Charles Callahan, commander of the Belvoir hospital. "We learn as we work together that the things our military branches share are far greater than those not shared. What is different about us, in fact, makes us stronger."

Rear Adm. Alton L. Stocks, commander at Walter Reed Bethesda, also highlighted the benefits of leading joint military medical treatment facilities in the nation.

"Teamwork is what it's all about to get the mission done," Stocks said. "All services serve proudly at Walter Reed Bethesda."

In addition to the hundreds of service members who participated, the hospitals' Department of Defense (DOD) civilian employees collaborated and supported in the consolidated, integrated and joint formation through logistics, information technology, safety, and other support elements.

DOD civilians working side-by-side with service members represent the future of military medicine and continue to epitomize dedication, commitment and professionalism, said Navy Capt. Sterling Sherman, Belvoir hospital chief of staff.

"The pride we take in strengthening our culture is reflective in everything we do: from the crease in our shirts and the shine on our shoes, to the way we care for our patients and all of those entrusted to our care," Sherman said. "Although the colors of our uniforms may be different, we are one team dedicated to providing world-class care to our nation's service members, families, and retirees."

Belvoir hospital and Walter Reed Bethesda serve more than 120,000 beneficiaries in the National Capital Region in addition to global medical support of each military branch. These joint medical hospitals are part of the Joint Task Force National Capital Region Medical's Integrated Delivery System.



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Service Members Network with Employers for Future Jobs

By Mass Communication
Specialist 2nd Class
John K. Hamilton
NSAB Public Affairs
staff writer

Naval Support Activity Bethesda's (NSAB) Fleet and Family Support Center (FFSC) recently held an employer networking event aimed at providing service members looking to retire or transition out of the military and their family members with possible job opportunities.

"These networking events help service members and their spouses connect with potential future employers on a more intimate basis," said Allison Gibbs, transition assistance program coordinator and coordinator of the event. "This allows them to ask personal questions, and receive invaluable feedback about open vacancies, the application and hiring processes, as well as other useful information."

At these events, transitioning military members are in high demand because of the skills and training they received in the military.

"These events allow employers to market their organization to highly motivated and experienced service members and their spouses who



Photo by Mass Communication Specialist 2nd Class John K. Hamilton

Chief Master-at-Arms Emmett Roberson (right) talks with prospective employers about possible job opportunities during the Employer Networking event in Building 62 recently.

have an abundance of transferrable skills," said Gibbs.

Gibbs said these events incorporate a more informal atmosphere than most job fairs or hiring events, allowing the service members and spouses to feel more comfortable asking questions and interacting with employers.

"The motivation behind the intro-

duction of these networking events was to better incorporate outside employers in the transitioning services that the Fleet and Family Support Center offers," said Gibbs.

The FFSC plans on having these networking events on a monthly basis throughout the year.

"In order to best prepare for the next networking event, individuals

can spend time developing a resume, working on their 30 second commercial and researching potential employers and their organization," said Gibbs. "The FFSC offers a variety of classes throughout the month targeted towards helping services members and their spouses develop the skills needed to be successful in their job search."

Army Sgt. 1st Class Calvin Bowens, senior enlisted leader for nutrition services department, is planning on transitioning out of the military in August and figured the hiring event would be a good place to meet face to face with some contracting companies.

"It's always good to do some networking to find out what the hiring process is," said Bowens. "A lot of these people give you direct contact to their hiring agencies, which is good because the job web pages don't afford you those opportunities. Here you get to talk to the individuals and they are quick to point you in the right direction. This is good because it is that direct contact that you need when trying to get a job."

For more information on upcoming employer networking events, contact Gibbs at 301-400-2396 or by email at Allison.gibbs@med.navy.mil.

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Walter Reed Bethesda Holds Weeklong Celebration of Nurses

By Sharon Renee Taylor and
Bernard S. Little, WRNMMC
Journal staff writers

Described as the “unsung heroes of the health-care delivery team,” nurses were celebrated last week at Walter Reed National Military Medical Center (WRNMMC) during Nurses’ Week.

“What you do every day often goes unnoticed because you do it so well and so right,” said Rear Adm. (Dr.) Alton L. Stocks, WRNMMC commander, kicking off the week-long celebration during a candle-light ceremony in the medical center chapel, May 6.

“I personally thank you for that effort, and the dedication and devotion you have for patients and everyone here at the Nation’s Medical Center,” Stocks added.

He pointed out that Nurses’ Week is an international celebration which coincides with the birthday of Florence Nightingale (May 12), credited as being the founder of modern nursing. She gained prominence for her care of wounded soldiers during the Crimean War.

Rear Adm. Elizabeth Niemyer, deputy chief, Wounded, Ill, and Injured, Bureau of Medicine and Surgery, and the 23rd director, Navy Nurse Corps, was guest speaker at the candlelight ceremony. Echoing a quote from Florence Nightingale, Niemyer said nursing is a science and an art, and the combination is needed to excel. “We need to keep the care in nursing, which requires the application of both art and science through theoretical concepts, scientific research, conscious commitment to the art of caring, and purposeful effort to include caring behavior with each and every patient interaction, and interaction with each other.”

Also during Nurses’ Week, the Walter Reed Bethesda community celebrated its extraordinary nurses during a DAISY ceremony on May 8 in Memorial Auditorium, and on May 9, Niemyer was joined by her counterparts from the Army, Air Force and U.S. Public Health Service at a program for junior nurses at the Nation’s Medical Center.

Along with Niemyer, Army Maj. Gen. Jimmie O. Keenan, commanding general of the U.S. Army Public Health Command; Air Force Maj. Gen. Kimberly A. Siniscalchi, assistant Air Force surgeon general,



Photo by Bernard S. Little

Joyce Stocks, the wife of Walter Reed Bethesda’s commander, Rear Adm. (Dr.) Alton L. Stocks, lights candles celebrating nurses during Nurses Week at the Nation’s Medical Center.

Medical Force Development and assistant Air Force surgeon general, Nursing Service; and Rear Adm. Kerry Paige Nesseler, assistant surgeon general, chief nurse officer, U.S. Public Health Service, spoke to junior nurses completing the clinical nurse transition program, and visited patients recovering at WRNMMC.

“This is really exciting for me,” Stocks said. “We’ve got four nurse corps chiefs from the services: Army, Air Force, Navy and Public Health Service, in one place at one time, which I think is a testament to your commitment to be here,” he added.

“Everyone in here is America’s sons and daughters,” Keenan said of patients at the medical center. “We have the honor and privilege as nurses every day to be able to take care of America’s sons and daughters. What matters is that we’re all part of team, and that we walk together to take care of America’s sons and daughters,” she added.

Niemyer spoke about pride in nursing and strides in joint environments. She told the WRNMMC nurses, “You are setting an incredible pace,” and called joint military health care “the way of the future.”

“It doesn’t matter what color the uniform, the profession of nursing and the energy around what you’re doing is evident,” Niemyer said to

the WRNMMC nursing team.

“It’s really about attitude and how you choose to respond,” Siniscalchi added, reflecting on her own career. “Success has been about 25 percent of what’s happened to me and 75 percent how I responded to it,” she explained. “You can’t always control what a day will bring,

but you can control your attitude and it’s always on display ... That will set the work environment for your patients, and your attitude can often determine how the team does.

“Use the strength of each service. There’s strength in diversity. Build on the strengths that your sister service colleagues bring, and build and foster relationships. None of us succeed in isolation,” said Siniscalchi. She encouraged each nurse to lead, step outside of their comfort zone and take on jobs that they’ve never done before. “Challenge yourself ... build your own leadership tool kit,” she said. “In the end you’ll find yourself stronger, and a better leader, taking risks.”

Nesseler cited the resiliency of WRNMMC nurses, and their ability to deliver quality care and innovation in patient care. “You should all be so proud of what you do,” she said. “In light of the care you provide to others, I encourage you to take a moment to reflect and to focus on your own health. Are you taking the best care of yourself?”

She encouraged the nurses to maintain their resiliency with rest, healthy food, regular exercise, and urging them to schedule medical appointments for themselves, as well as “have a little fun and relaxation.”

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Bike to Work Day: Pedal Your Way to a Better Commute



File Photo by Mass Communication Specialist 3rd Class Dion Dawson

Naval Support Activity Bethesda (NSAB) Police Officer Alphonso Moore keeps traffic moving during Bike To Work Day 2012.

**By Mass Communication Specialist 2nd Class John K. Hamilton
NSAB Public Affairs staff writer**

Naval Support Activity Bethesda (NSAB) personnel will join thousands of area commuters in a celebration of bicycling as a clean, fun and healthy way to get to work as they put pedal to the metal on “Bike to Work Day” tomorrow.

“Bike to Work Day is a regional event that promotes bicycling as a healthy alternative way to get to work,” said Ryan Emery, NSAB transportation program coordinator. “Biking to work leads to decreased absenteeism, reduced health care costs and fewer cars on the roadway.”

There are many benefits to biking to work over driving or taking public transportation, with one of the biggest, being able to circumvent traffic.

“According to www.biketoworkmetrodc.org and the

‘Berkeley Wellness Letter,’ chronic exposure to traffic congestion produces an increase in baseline blood pressure, lowering of frustration tolerance, increase in negative mood and aggressive driving habits,” said Emery. “In contrast, bicyclists and walkers often report feeling relaxed and more alert after arriving at work, ready for a productive day.”

This year NSAB, with the help of Morale, Welfare and Recreation, will be hosting one of 70 ‘pit stops’ in the D.C. area for riders to take a break. The stop will offer snacks, beverages and a free T-shirt for the first 12,000 who register for the event. The ‘pit stop’ will be located on the helipad near south gate from 6:00 to 9:00 a.m.

Cmdr. Gregory Gorman, program director of National Capital Consortium pediatrics residency at Walter Reed National Military Medical Center, has been biking to work for 13 miles round-trip since he joined the command

in 2006. He said the best part of commuting to work by bike is being able to get stress reduction and exercise built into his day. He also saves time sitting in traffic and gets a warm fuzzy feeling from being able to free up a parking space for a colleague or patient, he said.

“Once you get into a routine, it’s so much better than driving,” said Gorman. “A bike pannier holds a pressed uniform and the Building 17 gym has lockers and towels. There’s a bike commuter room in between Building 17 and the Heroes building too that can be used. There are bike racks close to every building, so bikers get the best parking spaces. Winter is rough, but the saved money on gas, maintenance & insurance easily pays for great cold-weather gear.”

For more information, visit www.biketoworkmetrodc.org and register for the event. When you register, please select ‘MD-Naval Support Activity Bethesda’ as your pit stop.

Now is the time to prepare for ‘101 Days Of Summer’

**By Jeremy K. Johnson
NSAB Public Affairs staff writer**

The annual campaign to raise awareness about the “101 Critical Days of Summer” kicks off soon at Naval Support Activity Bethesda (NSAB).

Naval Safety Center’s Occupational Health Office defines this as the period between Memorial Day and Labor Day each year.

NSAB Safety Manager Jim Ganz said now is the time to take a look at summertime activities and prepare to do them safely.

“For example,” he explained, “people who have been sedentary over the winter and haven’t been participating in that much regular activity may want to launch into all of their favorite summer athletic activities, but that can cause cardio issues. There needs to be a warm-up period.”

Learning about food safety, water safety, motorcycle safety and proper first aid are other ways to prepare, he added.

“If someone wants to take



Photo by Mass Communication Specialist 2nd Class Nathan Parde

Naval Support Activity Bethesda staff and visitors held several barbecues by Tranquility Hall (Building 62) during the summer months last year.

a CPR (cardio pulmonary resuscitation) course, they can usually locate one in their community,” he said. “The Montgomery County recreation center offers one.”

Ganz said he will be briefing the topic of summer safety to NSAB personnel in the days leading up to Memorial Day and plans to include some of the most common issues people may run into.

“For example, people using lawnmowers,” he offered. “In

the early mornings, someone may wake up on Saturday morning and there’s a little bit of dew on the grass. He’s wearing flip flops and slips, and instead of releasing that bar – most mowers have that safety bar – the first instinct is to hold on to something and his foot gets caught.”

With motorcycles and sports involving PPE (personal protective equipment), Ganz emphasized the importance of safety and the possi-

ble consequences of not using protective gear.

“In some cases,” he said, “if you’re injured or killed due to reckless activity, you may be putting your related military benefits at risk.”

Ganz offered the following basic reminders as tips for the summer:

- Wear personal protective gear for activities that require it, whether in the yard or during recreation.
- Don’t operate vehicles of

any kind after consuming alcohol.

- Be aware of the signs of heat-related injuries and know how to treat them. Take a refresher course on basic first aid and CPR.

- Prepare food properly by washing your hands, cooking it at the right temperatures and keeping cold foods cold in hot environments.

- Don’t drive while you’re fatigued. Pull over to take a short nap or, for long trips, check into a hotel for the night.

“Basically, the primary message I want to get across as the safety manager is not that I don’t want people to have fun,” he said. “I want people to have fun and do all the things that they want to do. This is a time for getting out, for meeting people, and doing mountain climbing, skydiving and riding motorcycles. We want people to have fun, but the military teaches operational risk management (ORM) for the job, so just apply ORM skills for the things you’re doing over the summer. You’ll be safe, but you’ll still have just as much fun.”



Photos by Jeremy K. Johnson

Tom Frezza, superintendent of the Pry House Field Hospital Museum leads a platoon of students from the Uniformed Services University of Health Sciences (USU) as they move from station to station during a day dedicated to learning about Civil War medicine at Antietam National Battlefield Monday.

ANTIETAM

Continued from 1

in educational events comes from a need to help people get a better understanding of the journey of a wounded warrior.

"I like educating people about being an amputee, what I've been through, what I'm going through, what I've accomplished since my injury, what my goals are in the future," he said.

From his perspective, he added, the importance of being at the course at Antietam was letting the students see Civil War medicine first and then explaining the level of care he received from his own point of injury until now.

"The amount of surgeries I went through, why we decided to amputate this side versus my right leg and right arm, what we did out there that saved my life," he continued. "I actually bled out on the helicopter ride to the hospital. My heart stopped. Due to medical advances from these wars, they've actually changed the amount of platelets [the injured] get versus the red blood cells. Platelets are what cause your blood to clot. So the change ... allows you clot a lot quicker. Because of that, they were able to get the blood flow stopped, get blood in me and then get me going again."



Tom Frezza displays a variety of ammunition, similar to that used in the Civil War, to first year students from USU.

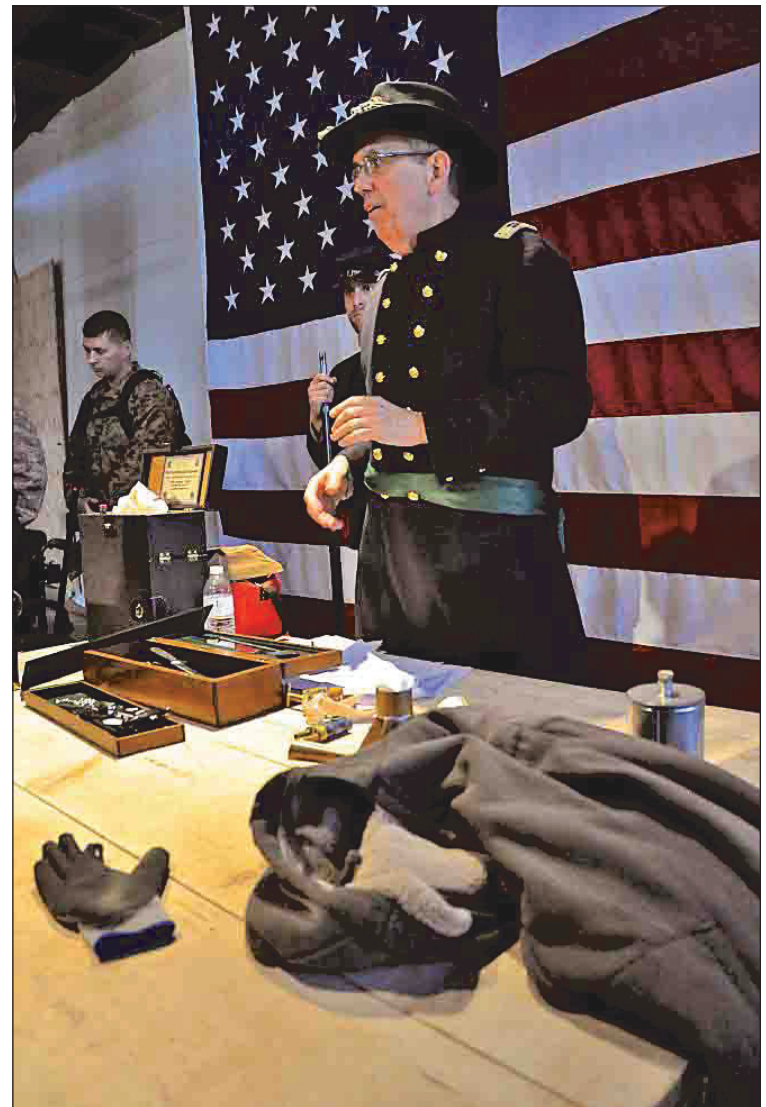


Marine Sgt. Liam Dwyer discusses his care and recovery after being injured in battle, from the point of injury until today.

As a recipient of modern care, Dwyer finished by expressing how important it was for those future military doctors to see the results of medical progress in person.

"A lot of these guys are going to go out and become Army captains and colonels.

We may even get a general out of these 100 or 200 service members that come through," he said. "So you educate them early to the advances we're making now, and hopefully it will open up their brains to think about the advances they can be making in the future."



Civil War medicine historian Dr. John Rathgeb shows students the tools used by Civil War medical practitioners.



Marine Sgt. Liam Dwyer (seated) answers questions about his prosthesis posed by students from USU as they examine his prosthetic leg.

WRNMMC Honors Civilian Staff Members of the Year

By Sharon Renee Taylor
WRNMMC Journal staff writer

Walter Reed National Military Medical Center (WRNMMC) celebrated their top junior and senior civilian employees for 2012 in a ceremony, April 18.

Robin Hall received honors as the Junior Civilian of the Year, and Dr. Ronald House was named Senior Civilian of the Year. The honorees received awards and letters of commendation signed by Rear Adm. Alton L. Stocks, WRNMMC Commander.

Stocks called the April 18 ceremony one of the most fun and rewarding ceremonies at the medical center because the number of people who are nominated keeps increasing. The program also honored eight other winners and a host of nominees for second quarter of Fiscal Year 2013. Blue Jacket, Junior Sailor, Sailor, Senior Sailor, Junior Officer and Nurse Preceptor of the Quarter were all recognized at the celebration, as well as both Junior and Senior Civilians of the First Quarter 2013.

"This is fantastic. It's really nice to see that we are all recognizing the importance and significance of what we do here every day because that's particularly what these awards and nominations are for — for thanking you for what you do every day," the WRNMMC commander said.

"I read all the [nomination] packages when they come in ... I read the phenomenal things that all of you did," said Stocks. "Thanks a lot for what you do, every day."



Dr. Ronald House

Hall, an inpatient technician supervisor in the pharmacy department at WRNMMC, was credited with an exceptional ability to direct people, manage resources, and execute complex operations. Her letter of commendation explained her team supported the newly integrated facility, which dispensed more than 60,000 sterile products and 100,000 unit dose products each month.

Described as, "the glue that holds the Inpatient Pharmacy together," Hall's nomination cited her commitment to department excellence for WRNMMC patients. "Mrs. Hall's positive attitude is an inspiration to her colleagues; she performs her duties with a smile and always has a kind



Robin Hall

word for everyone she encounters," it reads. It also cited her as a "priceless leader and strong team player."

"I really appreciate this [because] it shows that I'm doing what I'm supposed to be doing ... and I have the support behind me. Thank you," Hall said.

"Ron House is one of the most dependable individuals that I have ever worked with. You don't have to wonder where he is — he is either in his operatory treating patients, in the lab preparing cases, or coordinating care for his patients," explained Kimon A. Rumanes, Department Head, Primary Care Dentistry, who nominated House for his Senior Civilian of the Year honors. "He makes the difficult

look easy," Rumanes explained.

House is the epitome of customer service, according to Rumanes. "I have never seen him with a negative attitude or unwilling to help or provide assistance on any job or issue. An interaction with Dr. House is the highlight of the day for most members of our staff, and his patients."

House's involvement in the day-to-day activities of the Primary Medical Readiness needs of WRNMMC staff personnel resulted in the achievement of the readiness rate for over 24 consecutive months — exceeding all goals and requirements, his letter of commendation explained.

"I can't thank you enough for this honor," said House, who explained nearly 35 years ago he walked across the same stage to receive his initial residency certificate. He left for his new assignment soon after. "As I looked out the rearview mirror at the tower leaving, I knew I always wanted to come back — and I've been back many times." His experience at Walter Reed Bethesda has been a pleasure, the dentist explained. "When you work with the best, for the best, it's really not hard to come [to work] each morning," House said. "Thank you for this opportunity."

Nominees for Junior Civilian of the Year included Tina Hogue (Client Services), Lynette Jordan (Primary Care Dentistry), and Liza Gaither (Hospital Dentistry). Senior Civilian of the Year nominees included David Rohrbaugh (Pharmacy), Luis Lopez (Information Technology), and Teo-timo Andrada (Medicine).

PRINCE

Continued from 1

round sound and other functions. The CAREN is used to improve the balance, stability and other capabilities of patients following serious injuries and illnesses, such as amputations, traumatic brain injuries and strokes.

When asked by the prince about the care he's receiving at WRNMMC, the Army specialist described it as "awesome." The prince thanked Garmon for his service and sacrifice, and the Soldier said he appreciated his words of encouragement.

The prince also observed WRNMMC staff at work in the prosthetics lab, where they make and fit innovative prosthetics, including powered knees, hands and ankles, allowing many amputees to perform numerous daily activities and functions.

In the MATC, the prince met wounded warriors, other patients



Photo by Bernard S. Little

Prince Harry uses a bionic hand to hold another prosthetic hand in the Prosthetic Lab at Walter Reed National Military Medical Center.

and their families, and observed their rehabilitation in the facility with the latest cutting-edge equipment helping in their recovery. He shared stories with one Soldier, Master Sgt. Cedric King, whose

unit was deployed to Afghanistan and served alongside British forces from the same unit as the prince.

"It was awesome that he came out to see everyone," said Army Spc. Eric Hunter, who was receiv-

ing therapy in the MATC when the prince arrived. "It always means a lot when someone like that visits," added the Soldier, injured by an IED on May 31, 2012, while on patrol in Afghanistan.

Marine Cpl. Nathan Jakubisin agreed it was an honor meeting the prince. "He thanked us for what we do," added the Marine, also injured by an IED while conducting patrol in Afghanistan in June 2012.

A family member receiving care in the MATC at WRNMMC, Andrew McCaffery, 14, said the prince wished him well during their brief conversation. "It was pretty cool" meeting the prince, added the teenager. "Everyone doesn't get to meet a prince. It's a once-in-a-lifetime kind of thing."

Andrew's mother, Lisa McCaffery, agreed. "The question that [Prince Harry] asked Andrew was, 'What was his story?' I thought that was really neat. I just think the fact that [the prince] took time to stop in here and see how our Soldiers are recovering, is wonderful."

DOD Recognizes NSA-Bethesda Staff Member

By Mass Communication Specialist Seaman Brandon Williams-Church
NSAB Public Affairs staff writer

“At our last Super Bowl party, I think she was there at least 10 hours,” said Capt. Frederick “Fritz” Kass, commanding officer at Naval Support Activity Bethesda (NASB). “She was there all day, and if you came up at the end of the day and asked her for help or a favor or guidance she was just as nice, just as friendly and just as committed to provide just what you needed as her first five minutes there.”

No matter how small the task at hand may be, NSAB Wounded Warrior Liaison Caroline van Santen, is sure to give you her undivided attention.

On May 8, the Department of Defense (DOD) recognized van Santen as a recipient of the “Spirit of Service” award in part of the Public Service Recognition Week. The annual award acknowledges DOD staff who display the core qualities of public service through honor, integrity and excellence. This year, a ceremony was held at the Pentagon to recognize the 34 recipients in the national capital region.

“When I received the word I gotten the award, I was so excited that



Photo by Mass Communication Specialist Seaman Brandon Williams-Church

Caroline van Santen, wounded warrior liaison at Naval Support Activity Bethesda, talks on the phone in her office.

I started crying,” said van Santen. “To have something like that happen to me was very thrilling. The experience [at the Pentagon] was exhilarating. It was an honor. It was really nice and humbling to be with that crowd. It was overwhelming to be sitting with the group of people that received the award. I didn’t picture myself as that kind of person.”

As the wounded warrior liaison, van Santen is charged with being the special assistant to the installa-

tion commander on all things warrior.

“I run all his warrior programs and work with all the services to provide excellent customer service to their warriors and families,” said van Santen. “Any questions or concerns regarding navigating the procedures, I assist them in making it go smoothly so that those questions or concerns don’t become big issues. Transitioning from the hospital to doing daily living skills with whatever challenges they are presented with and transitioning back to home wherever that may be.”

Although shy in speaking of herself, the family-oriented, high-energy personality of van Santen is evidence of a deep passion for her job.

“On a scale of one to 10, it’s a 10 on the importance of my job,” said van Santen. “My position requires me to be responsive and communicate with our customers to provide an exceptional level of service.”

Prior to working for NSAB, van Santen worked for the Fisher Houses and the hospitality industry. With a degree in hospitality and recreation administration, van Santen is no stranger to commitment and excellence.


“The single most relevant qual-

ity Ms. van Santen displays is her commitment to excellence every day, because that it very hard to do,” said Kass. “It takes a tremendous amount of energy to commit yourself to excellence every day. Greatness comes from going and doing your job superbly, everyday, even when you don’t wake up excited. That’s what she does. Her definition of success is success for our customers and she is committed to doing it in a superb fashion every day.”

Van Santen’s value to NSAB can’t be calculated by numbers, but in the success of her customers. It seems appropriate that she was recommended for the award by somebody she provided assistance to. Her captivating smile and addicting laugh only help to ease the transition for her customers.

“What makes her critically important at NSAB, she is able to grasp when issues are becoming concerns but before they become problems,” said Kass. “She provides me with a window of opportunity to act before most people realize there is a problem, and that as a commanding officer is worth its weight in gold.”

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NAVFAC Washington Receives Outstanding Federal Planning Project Award

By NAVFAC Washington
Public Affairs

Naval Facilities Engineering Command (NAVFAC) Washington Public Works Department Bethesda received the American Planning Association Outstanding Federal Planning Project Award during a ceremony held here April 30, for the Naval Support Activity Bethesda accessibility plan.

The accessibility plan is a comprehensive tool used to improve accessibility in and at the exterior environments of the installation. This is critical for recovering residents, their families and patients who receive care and services at Walter Reed National Military Medical Center, the National Intrepid Center of Excellence and other providers located at Naval Support Activity Bethesda.

“This has been a great team effort,” said Ronald Ewart, asset management branch head for Public Works Department Bethesda. “We had so much participation from public works personnel, installation and hospital staff, Wounded Warriors and their caregivers, and others. I see this award as a huge win for all of us at Bethesda.”

The NSAB Accessibility Plan recognizes that topography challenges cannot always be easily overcome - therefore creative solutions are necessary to provide accessible pathways that provide alternative connections between facilities.

The planning team created an innovative plan that applied commonly known accessibility standards to a campus-wide pedestrian network. The team evaluated existing conditions; prioritized routes based upon pedestrian traffic between origins and destinations, and established a capital improvements program to implement the improvements.

Important features were implemented throughout the plan including tactile warning strips placed on

the edge of all exterior stairs, and deeper stair treads for those using prosthetics. New sidewalk curb ramps, directional pylons, and pressure-triggered, lighted crosswalks to provide safer, easier passage for all pedestrians. Resting nodes, complete with a bench and concrete pad (for wheelchairs), were set every 200 yards along the routes.

Approximately 60 percent of the improvements have been constructed, the remainder are scheduled for completion by 2015.

Naval Facilities Engineering Command is the Systems Command that delivers and maintains quality, sustainable facilities, acquires and manages capabilities for the Navy’s expeditionary combat forces, provides contingency engineering response, and enables energy security and environmental stewardship. Additional updates and information about NAVFAC can be found on social media sites Facebook and Twitter at www.facebook.com/navfac and www.twitter.com/navfac.

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Social Security Honors All Who Serve

By Sandra Johnson
Area Director, Social Security
Administration, Washington,
D.C. Metropolitan area

Every day, Americans across the nation remember friends and family members who have served and sacrificed for their country. Memorial Day is a day when we all come together to honor those who have given their lives in the defense of freedom and the principles we hold dear in this country.

May is also National Military Appreciation Month. As we observe Memorial Day and Military Appreciation Month, we would like to let members of our military know how much we value what they do for our nation.

At Social Security, we offer a wide range of services for our service members.

Families of fallen military heroes may be eligible for Social Security survivors benefits. Learn more about Social Security survivors benefits at www.socialsecurity.gov/pgm/survivors.htm.

For service members who return home with injuries, Social Security is here to help. Visit our Wounded Warriors website. You can find it at www.socialsecurity.gov/wounded-warriors. We use an expedited process for military service members who become disabled while on active military service, regardless of where the disability occurs.

The Wounded Warriors website

answers a number of commonly asked questions, and shares other useful information about disability benefits, including how veterans can receive expedited processing of disability claims. It is important to note that benefits available through Social Security are different than those from the Department of Veterans Affairs and require a separate application.

Even active duty military who continue to receive pay while in a hospital or on medical leave should consider applying for disability benefits if they are unable to work due to a disabling condition. Active duty status and receipt of military pay does not necessarily prevent payment of Social Security disability benefits. Receipt of military payments should never stop someone from applying for disability benefits from Social Security.

If you’ve served in the Armed Forces and you’re planning your retirement, you’ll want to read our publication, Military Service and Social Security at www.socialsecurity.gov/pubs/10017.pdf. You also may want to visit the Military Service page of our Retirement Planner, available at www.socialsecurity.gov/retire2/veterans.htm.

At Social Security, we honor all those who served in the military and we remember those who died for their country.



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